

BEYOND REGULATION:

Reaching Solutions that Work for Users

Not every problem on the Internet calls for cross-border rules or principles. If a group or process proposes to address such a problem that way, they should demonstrate at the outset why solutions can't be found at the local level or by directly empowering users. Then, they should comply with these criteria:



INCLUSION

We need to make sure that all stakeholders who are affected by Internet policies have not only the opportunity, but also the resources, to be heard.



BALANCE

Reaching the optimal solution requires letting the best ideas rise to the top, even if governments and corporations don't always get their way.



ACCOUNTABILITY

Institutions and stakeholders who participate in crafting rules, standards or principles for the Internet must be transparent and deserving of our trust.

Even if a just process has been followed, that doesn't mean users will accept the outcome. But if they do—voluntarily—that's good evidence of a successful solution. If the solution also needs to be formally enacted or enforced by an empowered body, there should be a clear way forward to make that happen, with equally clear limits.



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